

New Plan Year

Making informed decisions regarding your well-being includes understanding your healthcare options. As an engaged consumer, it is important to know where to seek care for you and your family. Our goal at Statewide Benefits is to provide education that will give you access to high-quality health care that produces good outcomes at an affordable cost, promotes healthy lifestyles, and gives you peace of mind. To assist with making the best healthcare decisions for you and your family, we encourage you to check out the resources available on the [SBO website](#). In addition, click on the resources below to learn more:

- Not sure where to go for care? View the [Know Where to Go for Care](#) flyer or the resources on the Choosing the Right Care pages through [Highmark Delaware](#) or [Aetna](#).
- [Online courses](#) are available through the Delaware Learning Center (DLC) or the SBO website that provide more detailed information about your chosen health plan, the Flexible Spending Account, and more.
- Review the [2022 Preventive Health Schedule](#) and schedule potentially life-saving appointments such as an annual physical, mammogram, colonoscopy and more.
- For non-emergent surgeries consider using [SurgeryPlus](#), a free service available to State of Delaware Aetna or Highmark Delaware non-Medicare health plan members.
- [ComPsych Guidance Resources®](#) provides you and your family with someone to talk to as well as various resources for work-life, legal, and financial support when you need them.

Look for an email from the Statewide Benefits Office that provides additional details about the benefits you chose during Open Enrollment.



Care Management Resources

The State of Delaware places the highest priority on the health, safety and well-being of our employees and their families. Finding strategies to help manage your overall health and wellness can improve your quality of life, interpersonal relationships, and physical health outcomes. As the new plan year begins, we highlight some existing resources and enhancements below.

Aetna members have access to the following resources for Care Management:

- Aetna One Advisor* - Assists members with managing their health journey for chronic illnesses such as diabetes, cancer, musculoskeletal pain, and high blood pressure
- Access to a 24-Hour Nurse Line
- Aetna Enhanced Maternity Program
- Behavioral Health Line - Members have access to behavioral health therapy and medication therapy and management through a care advocate that can support your emotional health and everyday needs. Members now have access to Meru Health, which is an innovative app and effective mental therapy program available to State of Delaware employees and their covered dependents 18 years or older.
- Discounts on gym memberships, weight loss programs and more

**Aetna One Advisor is available to both HMO and CDH Gold Plan members for care management. HMO members no longer have access to CareVio. Anyone in a care management program with CareVio will be transitioned to Aetna One Advisor.*

Highmark Delaware members have access to the following resources for Care Management:

- Blues on Call Health Coach – Talk to a nurse 24/7 for help with managing your health and conditions
- For Maternity Support, members have access to Baby Blue Prints
- Nurse Advocates for assistance with accessing services and treatments including referrals to behavioral health professionals for assistance with addiction and more
- Members also have access to Meru health as mentioned above and Freespira, a medication-free, digital therapeutic tool that reduces or eliminates symptoms of panic disorder and PTSD by training users to normalize respiratory irregularities.
- Blue 365 for discounts on gym memberships, weight loss programs and more

Be sure to visit the [SBO website](#) for more information by choosing your group and clicking the icon for the benefit you are enrolled in.

Do You Still Have Funds in Your Health Care FSA?

Even though the plan year has ended, you may still have funds available in your health care Flexible Spending Account (FSA). Per plan guidelines, you may continue to incur expenses and use any remaining funds for the FY22 plan year through **September 15, 2022**. Claims incurred *after* September 15, 2022, will not be considered for reimbursement from your FY22 account. The deadline to submit claims is **October 15, 2022**. If you also enrolled in a FY23 FSA, claims filed during the FY22 plan year grace period (July 1 – September 15) will automatically be reimbursed from any unused prior year funds before drawing on your FY23 funds.

If you have unprocessed claims, ASIFlex recommends using electronic claim filing options:

- ASIFlex MobileApp (free on Google Play or the App Store)
- ASIFlex Online (sign into account detail)
- ASIFlex toll-free fax (faxes are received through a secure server)

You can also use your funds to purchase the following items:

- Over-the-counter products which include sunscreen, band-aids, first aid kits, and more
- Vision care expenses
- Medical equipment

Click here to learn more about submitting claims or using your funds through [ASIFlex](#).



Upcoming Webinars and Classes

Aetna offers monthly [webinars](#) that employees, pensioners and their family members can attend, regardless of enrollment in a State health plan. There is no need to register, simply click a link below to attend.

- Using Apps for Health and Technology - [July 21 @ 5:00 pm](#)
- Parenting Your Teen: Success in School - [August 4 @ 5:00 pm](#)

Advisor Connection will be holding a Retirement Income Seminar on two different days. View the Advisor Connection [flyer](#) to learn more about the events and register for the date and time that works best for you.

The webinars above will be recorded and posted to the website if you are unable to attend.

Employee Spotlight

"I spend all day listening to other people's problems, and I consider myself well-educated about mental and behavioral health. However, it's always harder to apply that knowledge to myself. I eat well, I sleep well, I have hobbies, and I thought that as a man, I wasn't susceptible to emotional distress – until the pandemic and other job-related stressors caused reactions that I did not understand.

When I saw an email about Aetna's Behavioral Health AbleTo program, I decided to give them a call and find out if there was anything else I could do to take care of myself. I was told what to expect and scheduled weekly phone calls with a therapist and a behavior coach (who was also a registered nurse). Evening appointments worked around my schedule, and it was nice not having to get dressed up to go anywhere.

The therapist and behavior coach took a team approach that included me as an active participant in addressing my problems. They administered assessments and gave me language to identify that I was experiencing burnout. They were firm, sensitive, and knowledgeable as we implemented tools and strategies like staying hydrated, meditating regularly, and noticing my feelings. I committed to trying their recommendations and found them really beneficial. I reflect more, I am more conscious of identifying my moods, and I've learned breathing exercises that I can perform during stressful situations on the job.

At the end of the eight weeks, they said they were sorry to see me go, but they did not recommend additional therapy or interventions. They said I'd get a follow-up call in a few months to check in and see how I'm doing. We all agreed I had made great process.

I'm sharing my experience because I want people to know this can be a really positive experience. I'm starting to get a crusader mentality about mental health and shaking off the stigma."

~Jim - Delaware Courts

Hidden Treasures: Go to the Behavioral Health /Emotion Wellbeing Page on SBO's website and find the Traumatic Events Resources document. Review the resource and email one thing you learned to sbo.communications@delaware.gov (Subject: Hidden Treasures). A random drawing from all correct responses received by the end of the month will be conducted for a prize. Congratulations to last month's winner, Tracey G. from Dept. of Health and Social Services!